Federal Communications Commission

Network Outage Reporting System User Manual

Version 2

April 21, 2017

Version History

Version No.	Author	Revision Date	Reason
1.0	Calvin Gerard	3/6/17	Initial Issue
2.0	Tom Kelley	4/21/17	Updated content and figures

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1. Introduction

1.1   Overview of the NORS Application

The FCC Network Outage Reporting System (NORS), designed in the ServiceNow platform – a cloud, workflow-based application, gives users the capability to report telecommunications outages directly to the Federal Communication Commission (FCC).

Through NORS, users can submit notifications and reports, update reports, and complete administrative actions. Users perform these core activities through the "NORS Records/Actions" and associated modules in the navigator on the left side of the ServiceNow content pane (Figure 1).

- Assign Yourself to a Company (1)
- Report Notification (2)
- Update NORS Outages (3)
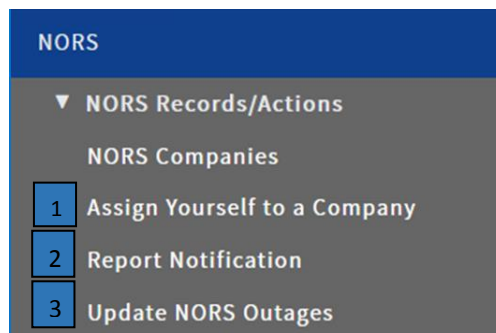
Figure 1, NORS Records/Actions Options

NORS has features to facilitate the exchange of outage data through Application Program Interfaces (API) and Extensible Markup Language (XML), accessible in the NORS navigator (Figure 2).

- Simple Object Access Protocol - SOAP API (1)
- Representational State Transfer - REST API (2)
- XML Upload (3)
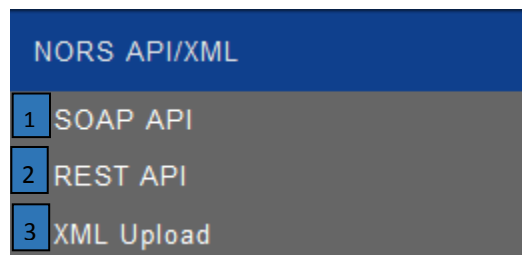
Figure 2, NORS API/XML Options

A feature to simply generating reports using NORS data is also available in the NORS navigator. The NORS Reports module is listed after NORS API/XML (Figure 3).
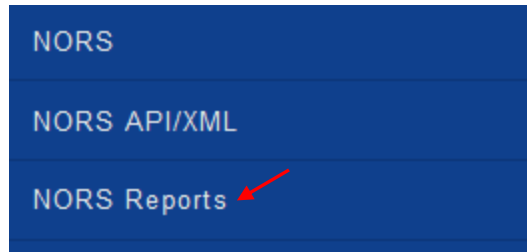
Figure 3, NORS Reports Module

1.2   Document Organization

The User Manual is a step-by-step document to help users easily use NORS. The document organization is:

Section 1.0: Contains general description of the NORS application
Section 2.0: Describes user roles and privileges
Section 3.0: Describes how users can access the NORS
Section 4.0: Describes how users can report an outage using the NORS
Section 5.0: Describes the NORS Reports

2.   User Roles and Privileges

NORS user roles are defined as inputters, coordinators, or Department of Homeland Security (DHS) users. Privileges are applied to each role (see Table 1, Table 2, and Table 3).

Table 1, Inputter Administrative Privileges

Inputter	
Records	- View and update outage reports user submitted. - View and update user profile.
Reports	- Search and view a collection of outage reports user submitted. - View a collection of outage reports user submitted that are overdue or close to deadline.
Actions	- Assign user to a company. - Report notifications.

Table 2, Coordinator Administrative Privileges

Coordinator	
Records	- View and update outage reports submitted by any member of user's company. - View and update user profiles of coordinator's assigned company. - View and edit details of any company user is assigned.
Reports	- Search and view outage reports submitted by any member of the user's company. - View overdue outage reports submitted by any member of the user's company which are overdue or due within five days for updating.
Actions	- Assign new users to company. - Report notifications.

Table 3, DHS User Administrative Privileges

DHS User	
Records	- View all outage reports. - View and update user profile.
Reports	Search for and view any collection of outage reports.

3.   Accessing NORS

3.1   Locating NORS

To locate the NORS application:

1. Go to the FCC homepage (https://www.fcc.gov/).
2. Click on the **Browse by Category** menu located at the top of the page (Figure 4).
   Note: This menu allows users to view six separate drop down menus.
3. Click on **Licensing & Database** (Figure 4, red arrow).
4. Click on **NORS** link (Figure 5).

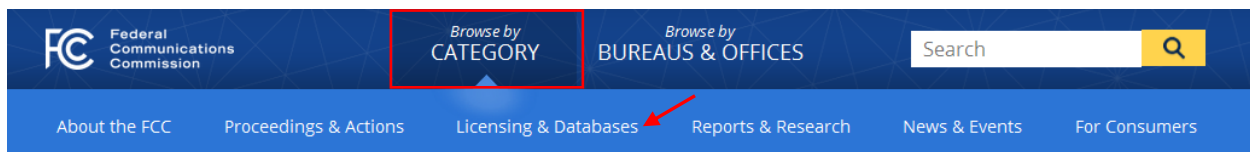Note: As an alternate to steps 1-4, one can also access NORS by inserting the following URL into a browser: https://www.fcc.gov/network-outage-reporting-system-nors.
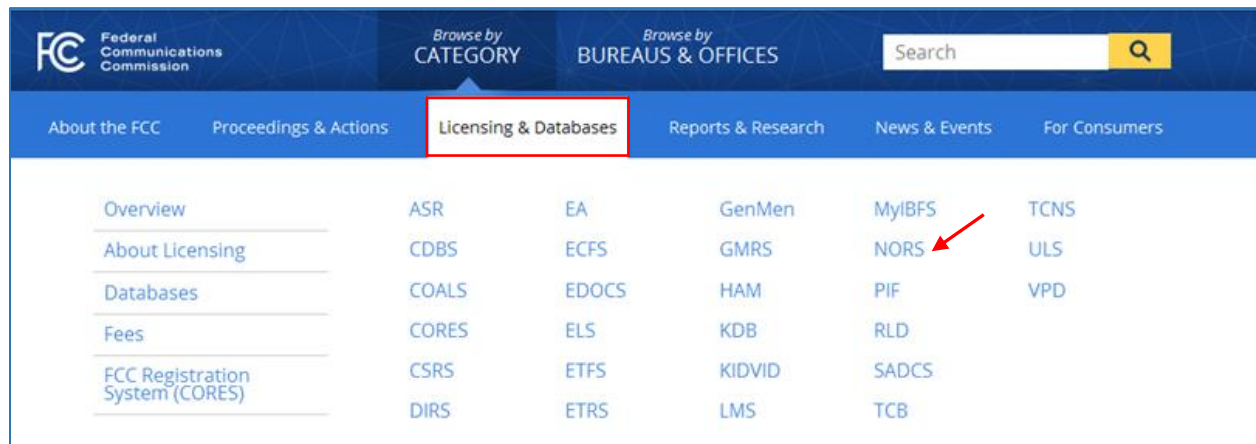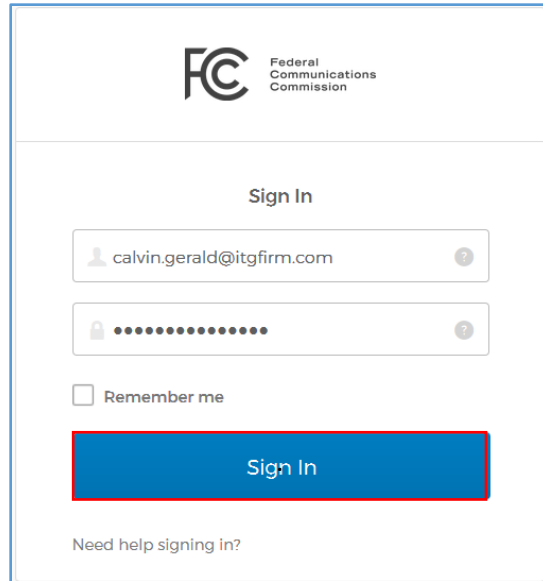

Figure 4, FCC Homepage

Figure 5, FCC Homepage > Licensing & Database Menu > NORS

3.2   Logging In

After selecting the FCC NORS link, the FCC Log-in Screen is available (Figure 6). Enter user name (email address) and password and click on **Sign In**.
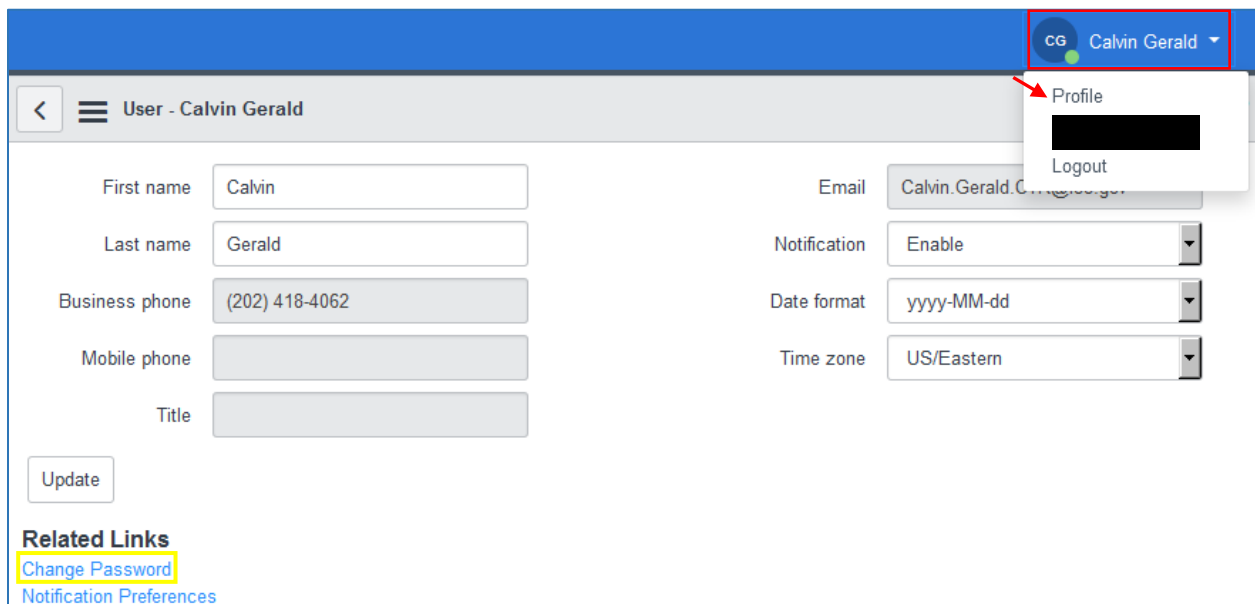
Figure 6, FCC Log-in Screen

3.2.1 Reset Password

To change passwords in ServiceNow, access the user profile.

1. At the top right of the screen in the header, select your name and then select **Profile** under the down arrow (▾) (Figure 7, red arrow).
2. Once your profile record launches, select **Change Password** under the Related Links (Figure 7, yellow box).
3. Note: As an alternate to steps 1 and 2, one can insert the following URL into a browser: https://apps2.fcc.gov/fccUserReg/pages/reset-passwd-identify.htm. This will take you to the FCC User Registration System. Log-in and reset your password (Figure 8).

Figure 7, Change Password Link

Figure 8, Reset Password

3.2.2 New Users

An inputter account must be created prior to logging into NORS.

1. Go to the FCC User Registration System link (Figure 9).
   https://apps2.fcc.gov/fccUserReg/pages/createAccount.htm.
2. Enter all required information and select **Create Account** (Figure 9, red box).
   Note: If coordinator privileges are required, send a request to the NORS administrators:
   FCCOutage@fcc.gov.

Figure 9, Request New User Account

3.2.3   Assign Yourself to a Company

A person must have an association with a company to access the ***NORS Records/Actions***, most importantly to file an outage. Employees can gain access to their company's database through the following steps.

1. Click the **NORS Records/Actions** tab in the NORS navigator (Figure 10).
2. Click on ***Assign Yourself to a Company*** link (Figure 10, red arrow).
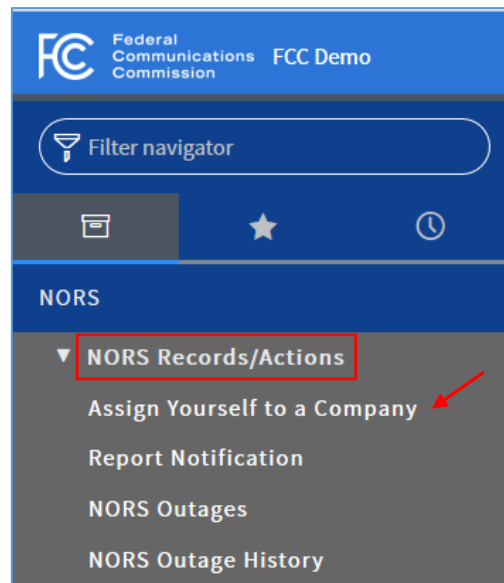
Figure 10, Assign Yourself to a Company
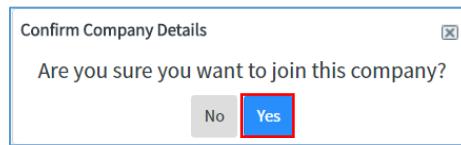
3. If the company is registered with the NORS, click on ***Yes, choose from a list*** (Figure 11, red arrow) under the ***Register with an Existing Company***.
4. Enter the Company and the Company Security Code (Figure 11, starred, mandatory fields) and click on ***Submit***. If this information is unknown, contact the company NORS coordinator.

Figure 11, Register with an Existing Company, "Yes"

5. After the company and security code information is submitted, a dialogue box, "Confirm Company Details" with the question, "Are you sure you want to join this company?" will appear. If the company details are correct and you want to proceed with the association select ***Yes***.

Figure 12).

Figure 12, Confirm Company Details, Existing Company

6. After selecting **Yes**, the following screen alert is dispalyed (Figure 13).

Figure 13, Alert Message: Added as Inputter to an Existing Company

7. If there is not an existing company, click on **No, create a new company** (Figure 14, red arrow) under the **Register with an Existing Company**.

8. Enter the New Company Name and the New Company Security Code (Figure 14, starred, mandatory fields) per Company Security Code Guidelines and click on **Submit**.

Figure 14, Register with an Existing Company, "No"

9. After the company and security code information is submitted, a dialogue box, "Confirm Company Details" with the question, "Please confirm new company details". If the company details are correct select **Yes** (Figure 15).

Figure 15, Confirm Company Details, New Company

10. After selecting **Yes**, the following screen alert is dispalyed (Figure 16).

> **The Company, Tom LLC has been created and you can now file outages under this company.**
>
> **To access the NORS menu options associated with this company please log out and log back in.**

Figure 16, Alert Message: Added as Inputter to a New Company

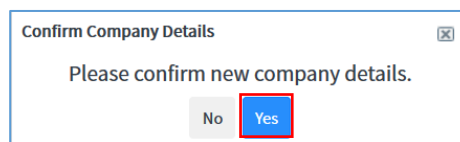## 3.3   Logging Out

To log out of the ServiceNow system (i.e., end the session and log out), click the username located in the top right-hand corner of the screen, and select the *Log Out* link (Figure 17).
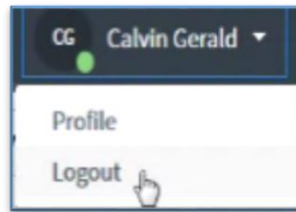
Figure 17, Logging Out

4.   Reporting an Outage

Once the user has registered as an Inputter (existing or new company), the user will have the ability to file an outage, update their outages that were filed, and review or withdraw the report.

4.1   Report Notification

To submit a notification report:

1. Click on **_NORS Records/Actions_** (Figure 18).
2. Click on **_Report Notification_** (Figure 18, red arrow). The NORS Outage Report form is available to record outage information.
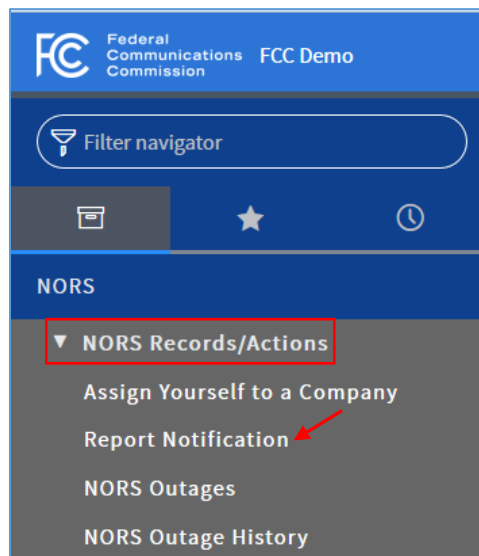
Figure 18, Report Notification

3. The NORS Outage Report contains three tabs (Figure 19, red arrows). If you are a member of only one company, the "Company" field will default to that company's name.

Figure 19, NORS Outage Report Page Tabs

4. Populate the fields in each tab (Figure 20, starred, mandatory fields). Note: This is an example for the first tab, Incident Information.

Figure 20, NORS Outage Report Mandatory Fields

5. After populating the mandatory fields, click on **Submit Notification** located in the upper right hand corner of the screen (Figure 21).
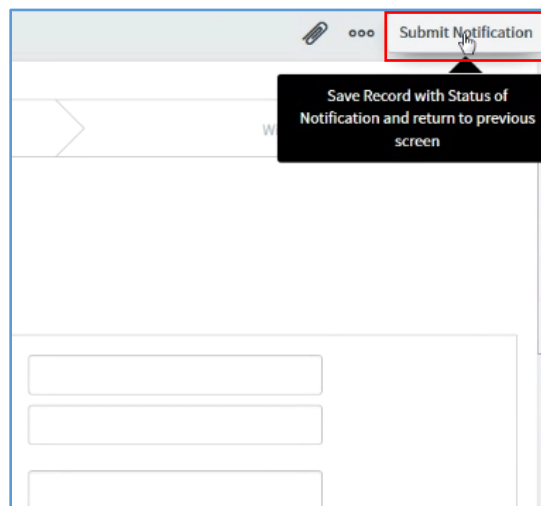
Figure 21, Submit Notification

6. Once **Submit Notification** is selected, NORS displays a confirmation page, "Confirm Submission of Notification Report". Click on **Yes** to confirm submission (Figure 22).
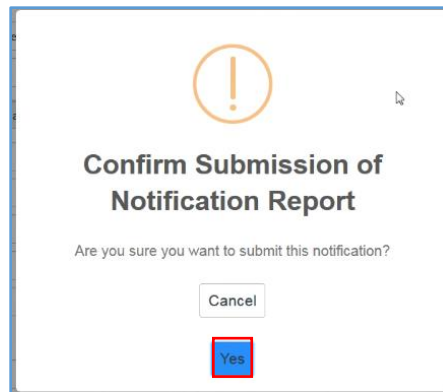
Figure 22, Submission of Notification Report Confirmation

7. When the submission of the notification report is confirmed, NORS generates a report number that is displayed in the header of the outage report as well as in the "Outage Number" field on the report (Figure 23).

Figure 23, NORS Outage Report Number

4.2   Submit Initial Report

To submit an Initial Report:

1. Click on **NORS Records/Actions** (Figure 24).
2. Click on **Update NORS Outages** (Figure 24, red arrow). The notification List View is available.
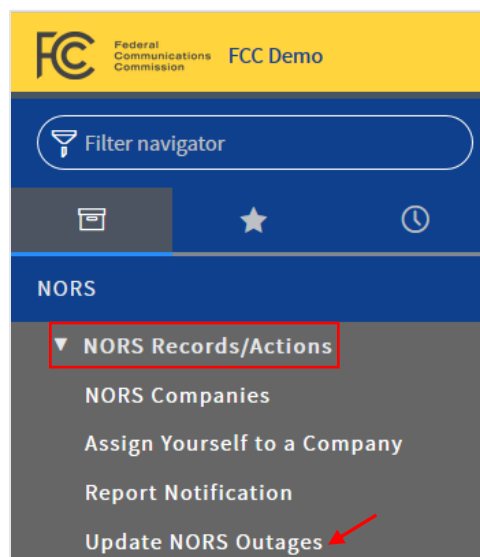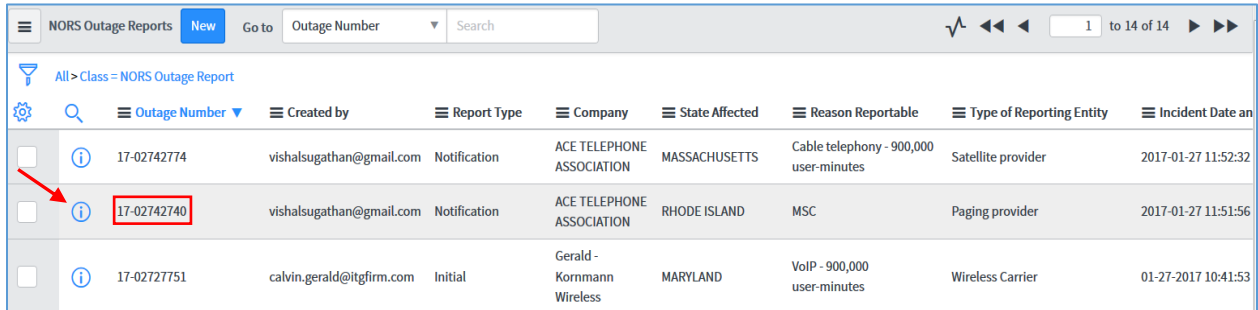
Figure 24, Update NORS Outages

3. Select the Notification from the list view in the "Notification" status that you want to update (Figure 25).

4. Select the ⓘ icon on the list view to open the NORS Outage Report form (Figure 25, red arrow).

		Outage Number ▼	Created by	Report Type	Company	State Affected	Reason Reportable	Type of Reporting Entity	Incident Date an
☐	ⓘ	17-02742774	vishalsugathan@gmail.com	Notification	ACE TELEPHONE ASSOCIATION	MASSACHUSETTS	Cable telephony - 900,000 user-minutes	Satellite provider	2017-01-27 11:52:32
☐	ⓘ	17-02742740	vishalsugathan@gmail.com	Notification	ACE TELEPHONE ASSOCIATION	RHODE ISLAND	MSC	Paging provider	2017-01-27 11:51:56
☐	ⓘ	17-02727751	calvin.gerald@itgfirm.com	Initial	Gerald - Kornmann Wireless	MARYLAND	VoIP - 900,000 user-minutes	Wireless Carrier	01-27-2017 10:41:53

Figure 25, Notification List View

5. Once the NORS Outage Report form is displayed, fill in the required information and click on **Submit Initial Report** (Figure 26).
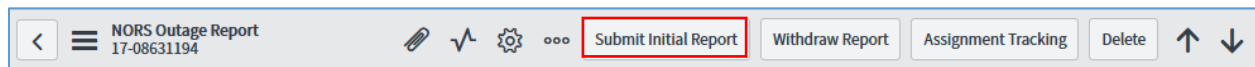
Figure 26, Submit Initial Report

4.3   Update Report (Initial, Final, Draft)

To update a report and save as a draft:

1. Follow Steps 1-4, Section 4.2, *Submit Initial Report*.

2. Once the NORS Outage Report form is displayed, update the report, as needed. If the report is not ready for submission as an Initial or Final Report, click on **Save Draft**, which allows a draft of the outage record to be saved (Figure 27).
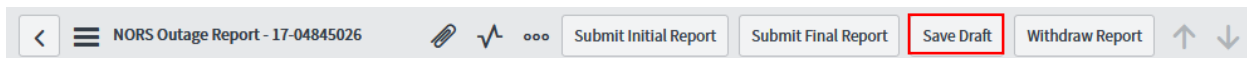
Figure 27, Save Draft

3. Once **Save Draft** is selected, NORS displays a confirmation page, "Saved as Draft". Click on **Yes** to acknowledge that at draft was saved (Figure 28).
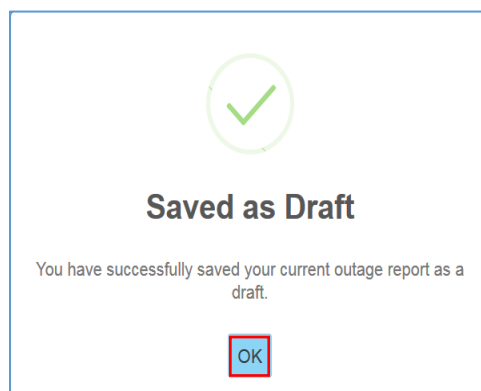
Figure 28, Saved as Draft Confirmation

Note: The record that is saved as a draft is still the official record. To edit the official filing or to navigate to the draft record, select "Access active draft version of report" in the related links section.

4. Once the draft version of an outage report is accessed, an alert is displayed stating that this is an active draft version (Figure 29).

You are currently viewing the active draft version of this report, please scroll down to the Related Links to access the official report.

Figure 29, Active Draft Version Alert

5. After updates are made to a draft report, it can be submitted as an Initial Report or a Final Report by clicking on the respective buttons (Figure 30).

< ≡ NORS Outage Report - 17-04845026 📎 ⌇ ⚬⚬⚬ Submit Initial Report Submit Final Report Save Draft Withdraw Report ↑ ↓

Figure 30, Submit Initial Report/Submit Final Report
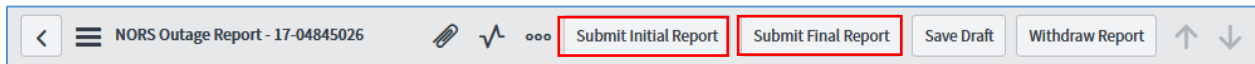
6. If *Submit Initial Report* was selected, NORS displays a confirmation page, "Confirm Submission of Initial Report". Click on *Yes* to confirm submission (Figure 31).

Confirm Submission of Initial Report

Are you sure you want to submit this notification as an initial report?

Cancel

Yes
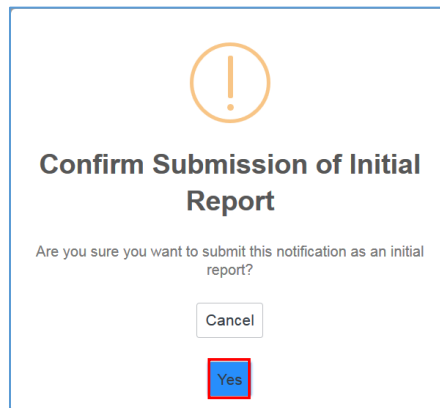
Figure 31, Submission of Initial Report Confirmation

7. If *Submit Final Report* was selected, NORS displays a confirmation page, "Confirm Submission of Final Report". Click on *Yes* to confirm submission (Figure 32).

Confirm Submission of Final Report

I am authorized by the communications provider to legally bind the provider to the truth, completeness, and accuracy of the information contained in this report. I attest that I have read the report prior to submitting it and on oath depose and state that the information contained therein is true, correct, and accurate to the best of my knowledge and belief, and that the communications provider on oath deposes and states that this information is true, complete, and accurate.

Cancel

Yes

Figure 32, Submission of Final Report Confirmation

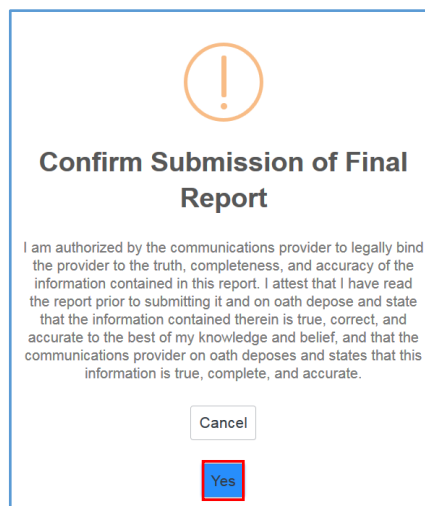8. To verify the updated or current report type (i.e., the change from "Notification" to "Initial" or "Final") click on **NORS Outage History** (Figure 33).
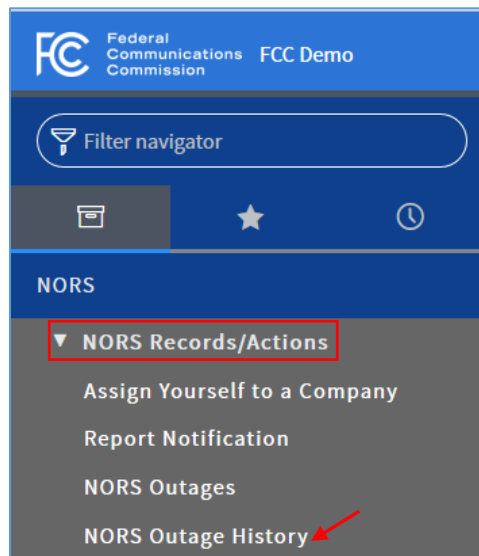

Figure 33, NORS Outage History

9. Once **NORS Outage History** is selected, the history for a record is listed (Figure 34).
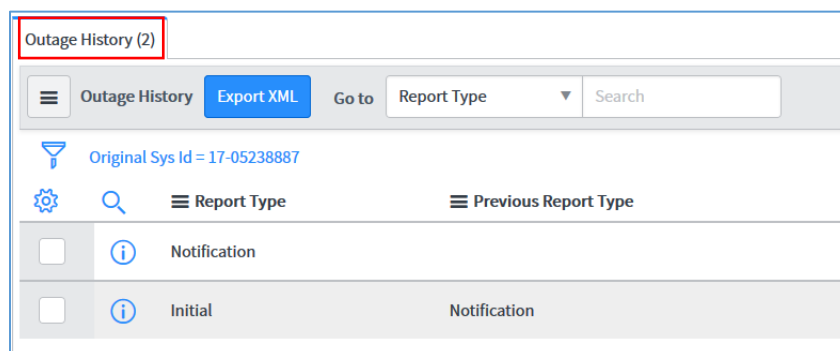

Figure 34, Outage History List

4.4 Reopen an Outage Report

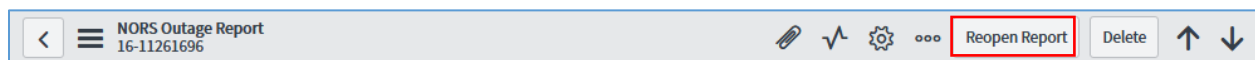1. To reopen a Final Report, click the **Reopen Report** (Figure 35).

Figure 35, Reopen Report

2. Once **Reopen Report** is selected, NORS displays "Request to Reopen Report" dialogue box opens (Figure 36).

Figure 36, Request to Reopen Report

3. Enter the company security code and the reason to reopen (Figure 36, starred, mandatory fields) and select *Ok*.

4. Once the request to reopen a report is submitted, NORS displays "Request Submitted" dialogue box; click on *OK* (Figure 37).
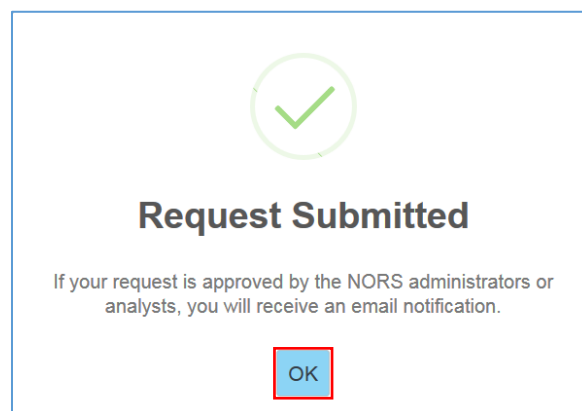

Figure 37, Request to Reopen Notification

Notes:

(1) After a final outage report has been submitted, users can only reopen the report. The entire record will be "read only"; no edits are allowed.

(2) After the request is received and approved, NORS Admin will send an email notification with the approval.

(3) Only one request to reopen a report is allowed. The header of the notification report will state, "A request to reopen this report is in progress".

4.5   Withdraw an Outage Report

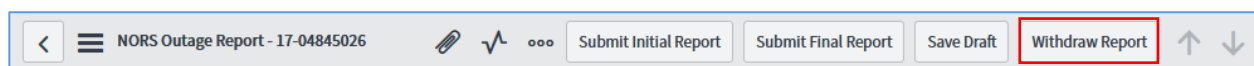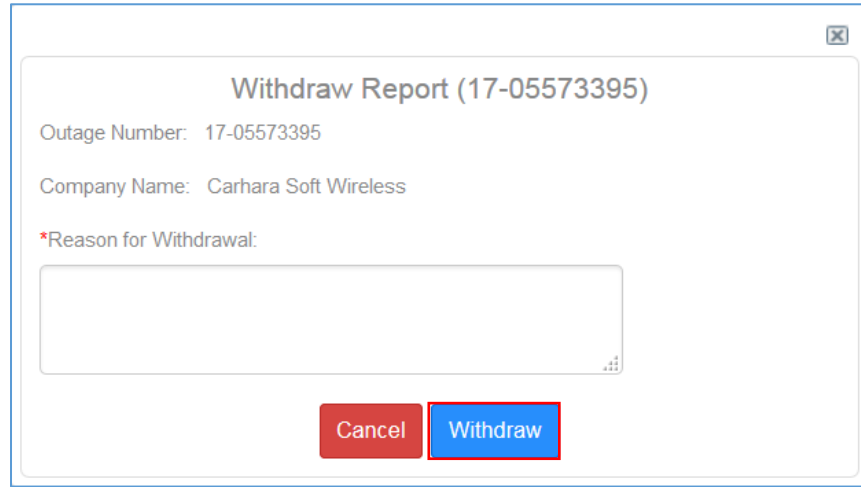1. In an active record, click on *Withdraw Report* (Figure 38).

Figure 38, Withdraw Report

2. Once **Withdraw Report** is selected, NORS displays "Withdraw Report" dialogue box (Figure 39).

Figure 39, Withdraw Report Screen

3. Enter the reason for withdrawal and select **Withdraw** (Figure 39).
4. Once the request to withdraw a report is submitted, the user is asked to confirm the withdrawal of report; click on **Yes** in response to "*Are you sure you want to withdraw this report?*".

5. NORS Reports

5.1 Create a File of NORS Reports

All reporting and queries of NORS Outages can be performed from the NORS Outages and the NORS Outage History.

1. Click **NORS Outages** or **NORS Outage History** (Figure 40).
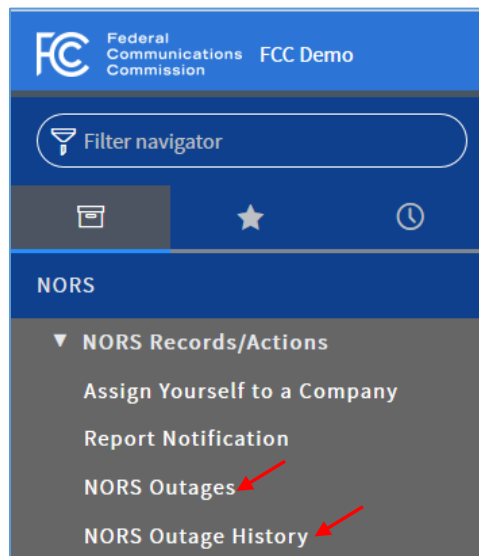

Figure 40, NORS Outage Reports

2. Filter search results according to options (Figure 41).
3. Enter the search criteria of interest and click "Run" after you have built the query. Add "AND" or "OR" to your filter query (Figure 41, red arrows).
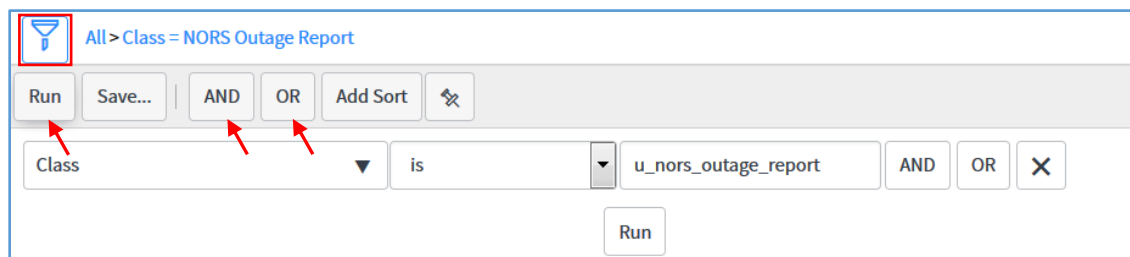

Figure 41, NORS Outage Report Criteria

The user can now view a list of outage reports that meet the search criteria.

4. Right click the header and select **Export** and select either (Excel, CSV, PDF) (Figure 42).
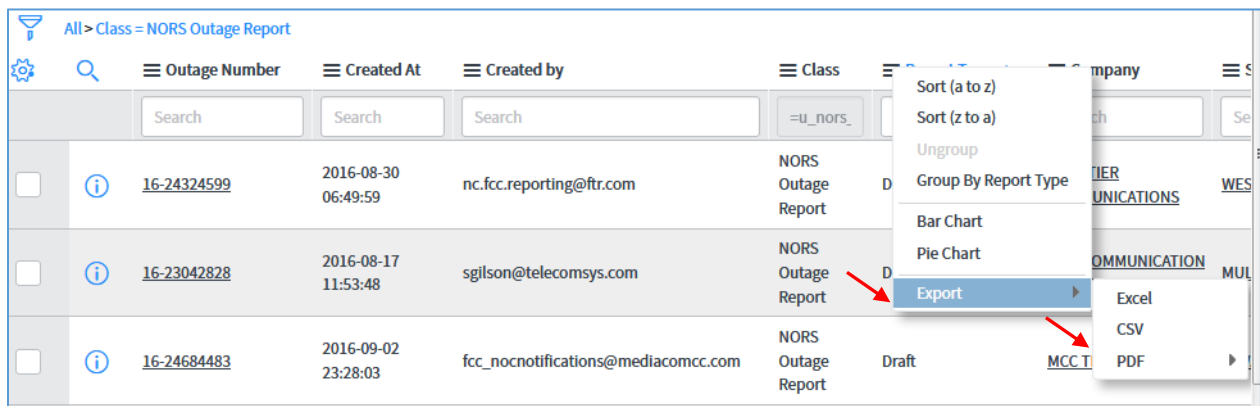
Figure 42, NORS Outage Report Formats

5.2   Obtain List of Overdue Outage Reports

1. Click the **NORS Reports** module in the application navigator (Figure 43).
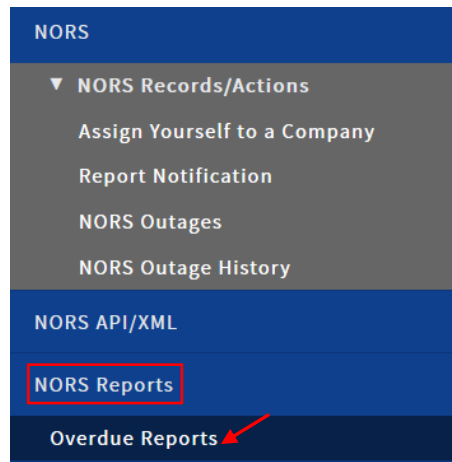

Figure 43, NORS Reports

2. After selecting **Overdue Reports** (Figure 43, red arrow), the Overdue Reports Homepage is displayed and the following reports are available:
    - Overdue Initial Reports
    - Overdue Final Reports
    - Final Reports Due in 5 Days